



COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER USER INTERFACE

1/6

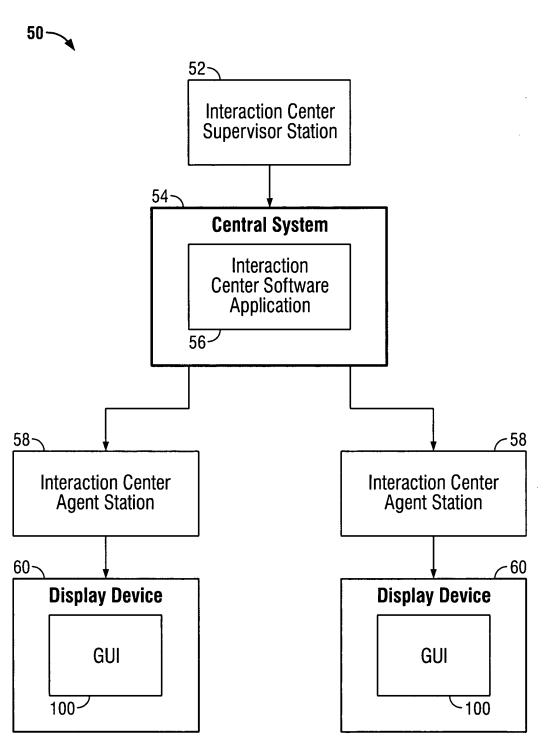


FIG. 1



23,742 Page 2 of 6

COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER USER INTERFACE

2/6

100-102-**Graphical User Interface (GUI)** 104~ Work Area 106-**Customer Information** - Account Number - Product Information 108~ Message Area -110 Business Center Lines are Down

☐ Expect High Call Volume
☐ 112

FIG. 2A



COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER USER INTERFACE

Page 3 of 6

3/6

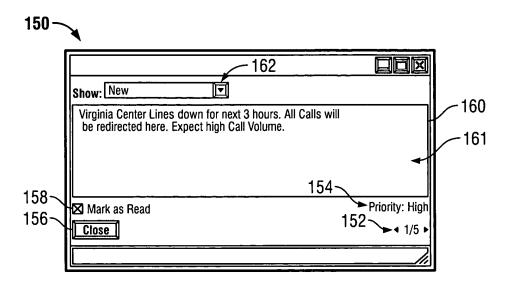


FIG. 2B

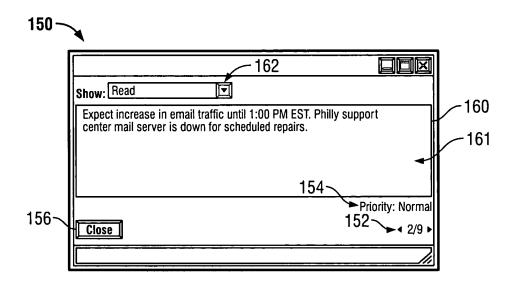


FIG. 2C



COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER USER INTERFACE

4/6

Page 4 of 6

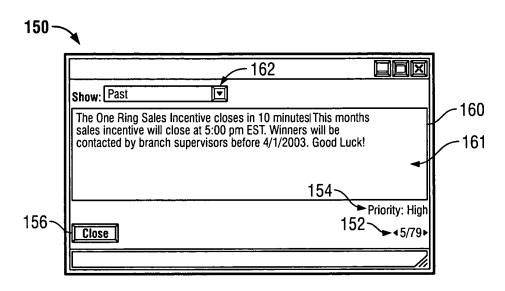


FIG. 2D

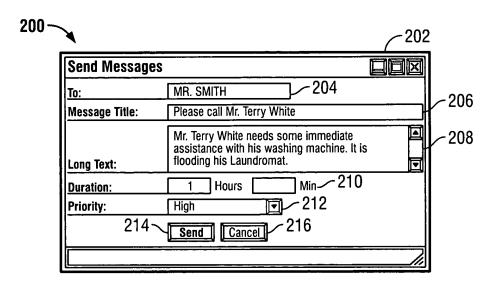
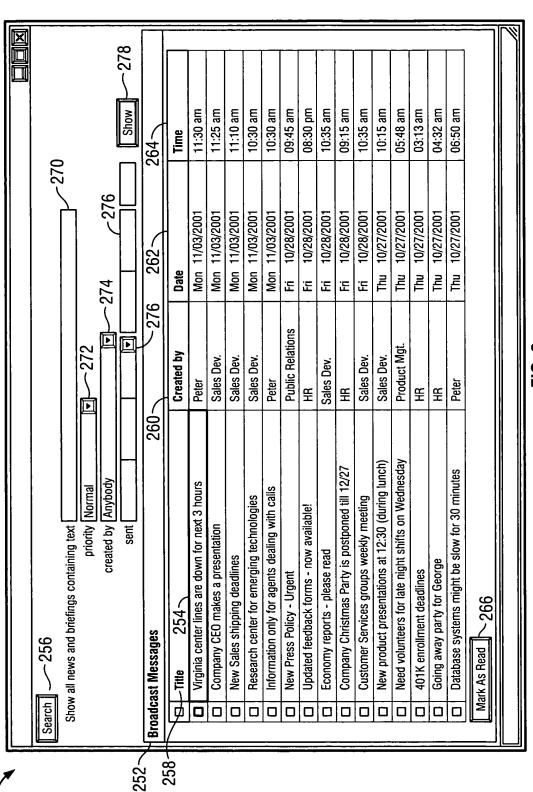


FIG. 2E

Appln No.: 10/723,742

Applicant(s): Kumar et al.
COMMON MESSAGE AREA FOR A CUSTOMER
INTERACTION CENTER USER INTERFACE

5/6





COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER USER INTERFACE

6/6

Page 6 of 6

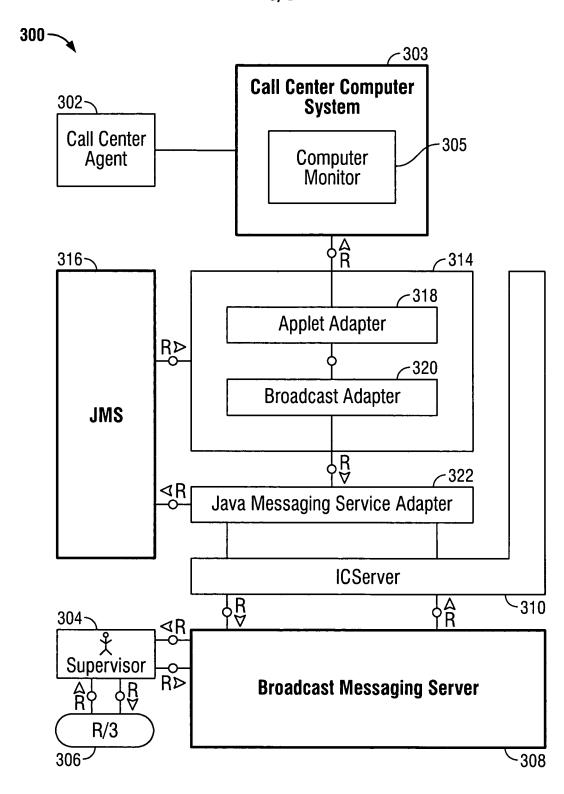


FIG. 4